

CALNET II RFP DGS-2053

Question and Answer Set #27

May 1, 2006

186. What is the State's position on a proposal that contains a "No" response to a Mandatory or Mandatory-Optional requirement?

A Bidder responding "No" to any "Mandatory (M)" or "Mandatory Optional (MO)" requirement may cause their bid to be declared non-compliant and excluded from further consideration, including award.

187. Reference 6.2.10.1, Toll Free Specialized Call Routing Functions and Features, indicates that Advanced Database Routing provides the Customer with the ability to make real-time updates to their own internal database records. What databases are being referenced here?

This refers to customer defined databases containing items such as PINs, Passwords, Address Changes and similar items that callers have the ability to change (self-service). These databases can also contain changes to instructions for routing.

188. Reference 6.2.10.1, Toll Free Specialized Call Routing Functions and Features, indicates that Updates to database information are completed and loaded in the Near Real-time. What databases are being referenced here?

See response to question 187.

189. Reference 6.2.10.1, Toll Free Specialized Call Routing Functions and Features, indicates that Dialout allows for dialout routing of calls. What type of service does the State envision here and how would it be used?

Dialout allows callers who are within a Calling Tree/IVR/ACD to be sent to another location/department. For example, a customer may dial in and press #2 for Spanish. The call is then auto-dialed by the network/equipment/software and relayed to a location that accepts Spanish speaking calls. There are other ways to accomplish dialout forwarding. For example, scripting and autodialing can be built into telecom switch tables to instruct certain calls to route to designated locations.

190. Reference 6.2.10.2, International Toll Free Service, indicates that Contractor shall provide an international toll free service that allows for a Toll Free call origination in another country to complete to a U.S. destination. It shall also allow outbound Toll Free terminating services to overseas locations as part of international/overseas service. The countries to be priced are the United Kingdom, China, Japan, Spain, Switzerland, Brazil, Mexico, Canada, Israel, Korea, Germany, Italy, and France. Does this mean "toll free" from one of the listed countries to California? Can the State please provide an example of how this would work?

This refers to a person located in a foreign country having the ability to use an 800 number to reach a designated location that can be located anywhere in the United States, as well as a person located in the United States having the ability to dial an international location by using a toll free number. The wording in the RFP for International Toll Free Service (ITFS) was adjusted in Addendum 29.

191. Reference 6.2.10.2, International Toll Free Service, what does the State mean by "allow outbound Toll Free terminating services to overseas locations as part of international/overseas service"? Can the State please provide an example of how this would work?

The State is requesting there be no limitations on toll free outbound calling. Verbiage was corrected in Addendum 29.

192. In requirement 6.1.7.4 (and the corresponding section in each Modules) "Provisioning and Implementation Requirements (M)" there are three requirements listed.

- Prepare site preparation plans that specify Requirements for space, power, air conditioning, humidity control, floor loading, dimensions, Equipment, and any other special Requirements necessary for the provision of service in a Customer location.
- Prepare service acceptance plans that specify Requirements for functional testing, load testing, and cutover testing of Contractor provided services.
- Prepare or obtain floor plans showing jack locations and jack numbers (if available) and identify the "Primary Directory Number" next to the appropriate jack location on the floor plans)

While Bidder would not have a problem providing these for large complex implementations where this information would be important, these types of activities would not be used for "standard" types of implementations and would add additional time and expense to the implementation process. We would ask that the State add the term "where applicable" to these requirements, which is already attached to other requirements in this section, so that these would be required for large and/or complex implementations. Will the State do this?

The State will not accept the proposed use of the term “where applicable”, but will accept the use of “mutually agreed”. This will eliminate any potential contention over who determines applicability and provides for discussion of project requirements.

193. In 6.3.15.2.4, "Trouble Ticket/SLA Credits Fiscal Report (M)", there is a requirement that the Contractor “shall provide the following information at a minimum.....port information.” Since a "port" is only applicable to some of the services in Module 3, does this port field need to be filled for these services?

This was corrected in addendum 29.